

Job Description

Te whakatakotoranga tūranga



Business Solutions Manager

Pūtake Tūranga - Scope

Lead engagement with key business owners to define and deliver projects utilising the council's technology systems. Provide leadership in developing and reviewing business cases that require digital and technology capabilities, ensuring whole-of-life costs are understood. Facilitate the optimization of business processes and proactively challenge the status quo. Leverage robust project management and business analysis expertise to lead the delivery of solutions, enabling the business to move at pace and scale.

This role contributes to all council's area of focus (community outcomes).

Ngā Whainga - Key responsibilities

Team Management and Leadership

Provide effective leadership and management to staff, ensuring a high-performing and customer-focused team that achieves organisational goals. Assist with planning, resourcing, and prioritizing projects to meet organisational targets. Build and maintain strong relationships with key business owners and suppliers to facilitate collaboration and success. Contribute to development of strategies that aligns with Councils overall objectives, covering all aspects of technology, security, data and information management.

Business Solutions

Develop robust, fit for purpose business cases for technology-led projects, including defining scope and objectives, engaging with relevant stakeholders, and assessing technical viability and resource allocation using recognized business analysis methodologies.

Engage with key business owners to review technology-dependent business cases proposed by key business owners. Develop process improvements and lead change initiatives to adopt core software solutions.

Project and Programme Management

Coordinate resources to ensure the successful execution of IT projects, delivering all projects within an appropriate framework. Develop plans to track and communicate project progress, including quality, risks, and benefits. Measure project performance using appropriate systems, tools, and techniques. Escalate issues to management as needed.

Health and Safety

Adhere to all safe working procedures and instructions, taking care of oneself and others. Having a commitment to health and safety as detailed in the NRC policies and guidelines, and as defined by the Health and Safety Legislation.

Civil Defence & Emergency Management

Undertake Civil Defence Emergency Management responsibilities if required.

Tō Pukenga - About you

Qualifications, skills and experience:



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- A relevant degree qualification in relevant discipline, with Business Analysis or Project Management certification preferred.
- 5 plus years demonstrated experience of leading technology project delivery and team management.
- Maintains awareness of emerging technology trends and advances and demonstrates a continuous improvement mindset.
- Change management experience, including guiding and mentoring through project delivery.
- Experience applying project management principles and practices and using business analysis techniques and agile methodologies.
- Strong team management and leadership skills, including analytical, critical and problem-solving abilities.
- Excellent communication skills, with the ability to explain technical issues clearly and persuasively to non-technical audiences
- Proficiency in Microsoft Office 365 and project management tools.

Personal attributes

- Self-motivated, goal orientated and an innovative thinker.
- Displays personal and professional integrity and shows cultural empathy and awareness.
- Skilled in leading, coaching, and mentoring to foster self-managing, collaborative teams.
- Builds and maintains positive working relationships, promoting cross-organisational collaboration.
- Strong organisational, planning, and self-management skills; able to perform under pressure and deliver quality outcomes on time.
- Committed to H&S and organisational values.
- Sound understanding of Māori culture.

Reports to: Information Services and Technology Manager

Group and Department: Corporate Services, Information Technology

Location: Whangarei

Date: November 2025

Declaration

I have read and understood the contents of this Job Description.

Name:

(Please print full name)

Signature:

Date:



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